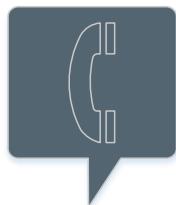




VET Student Loans 1 July – 30 September 2017

2,917 complaints received



992 complaints closed



1,925 complaints open



Overseas Students 2016-17

981
Number of complaints & appeals received in 2016-17

Top 3 complaint issues

1. Formalisation of enrolment
2. Transfer between providers
3. Monitoring attendance

Outcome in support of

